Alliance Nursing Centers

Technology helps a stellar team take quality and financial performance to new heights while freeing hands for care

BACKGROUND

In 2007, Eli Quinones saw an opportunity in California's San Gabriel Valley to serve the Chinese community. Today, across three centers, over 90% of the residents are Chinese. "It was an instant success," reports Quinones. Centers stay full thanks to a specialized portfolio of programs, caring bilingual staff, and stellar reputation for quality care.

CHALLENGES

California is a challenging state in which to do business. MediCal rates are among the lowest in the nation, regulators apply active enforcement, managed care companies scrutinize costs, and regional competition is high. Within 10 miles of Alliance's centers, there are 40 post-acute facilities. "We're under constant pressure to manage costs, create efficiencies, and prepare for healthcare reform—all while offering quality care and specialized services," says Quinones.

SOLUTION

In 2010, Quinones and team began a journey to drive performance and take quality care to new heights with technology. When asked about the top benefits, Quinones says "We're seeing earlier interventions, simplicity, and reports we trust." He also offers:

Interventions. "Smart Charting improved accuracy of documentation and communication between CNAs and nurses. When resident conditions change, we're seeing earlier interventions. ADLs are more accurate, and RUG scores are up."

Reports. "AHT helped us replicate our favorite reports. When the bank needs information, we have confidence in our data." In addition, "HMOs are tough customers; cash flow is always a challenge. With 60 to 90 day payment terms, submitting timely, error-free claims is vital for top-line health. Clean clinical data flows seamlessly into clean claims, helping us get paid quicker."

Simplicity. When new staff come onboard, peers train peers, which Alliance found increases comfort and enthusiasm. "Staff were hesitant at first, but once they saw how easy it was, they embraced change and wanted to use it more."

"We're so far ahead of our local hospitals. When they catch up, we're ready," adds Quinones.

RESULTS

- Earlier interventions thanks to accurate documentation and great communication
- Better cash flow with clean, accurate, and integrated claims management
- Accelerated adoption with "one step at a time," hands-on training

"We freed hands for care. CNAs have an extra 30-40 minutes per shift to spend with residents."

Eli Quinones, President & CEO
Alliance Nursing Centers, Inc.

American HEALTHTECH®
Post Acute Care
Information Technology

www.healthtech.net